

Instructions for Security Administrators to request E2E access for ITD Customers

6/28/06

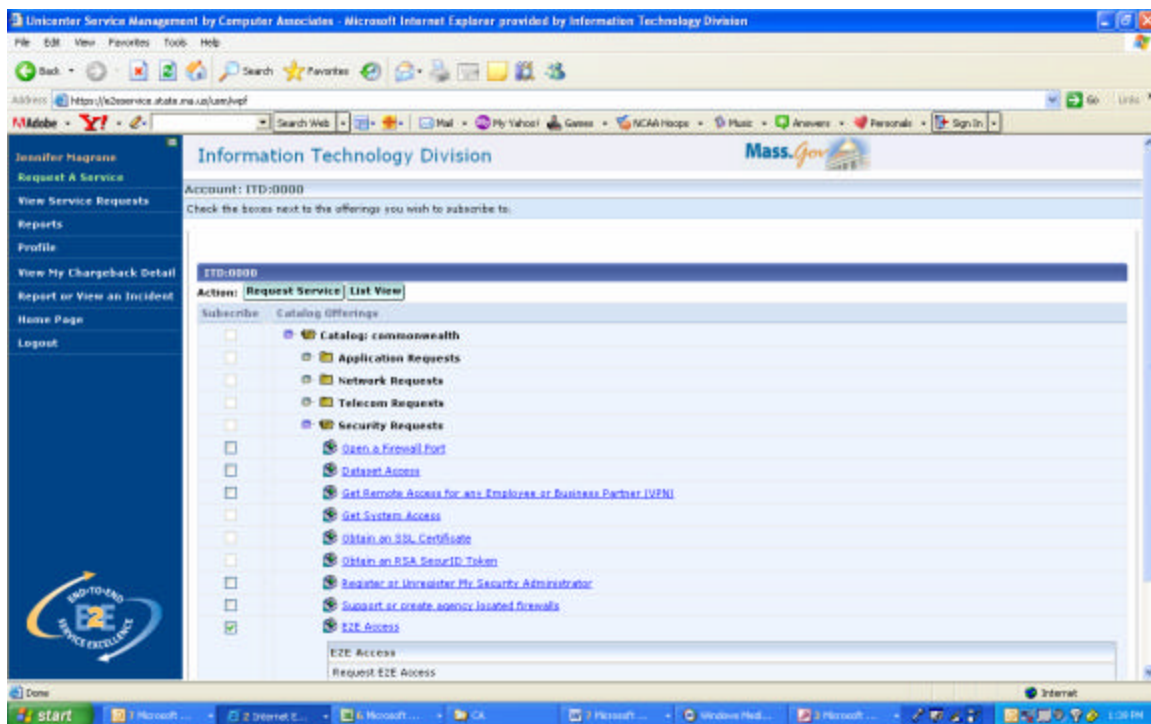
Granting an employee security access to the ITD E2E Service Catalog gives the person the ability to report incidents and request services. Even though requesting a service may ultimately incur cost to your agency, agencies will not incur additional costs without following chargeback procedures, including obtaining appropriate approvals.

Login to the ITD E2E Catalog.

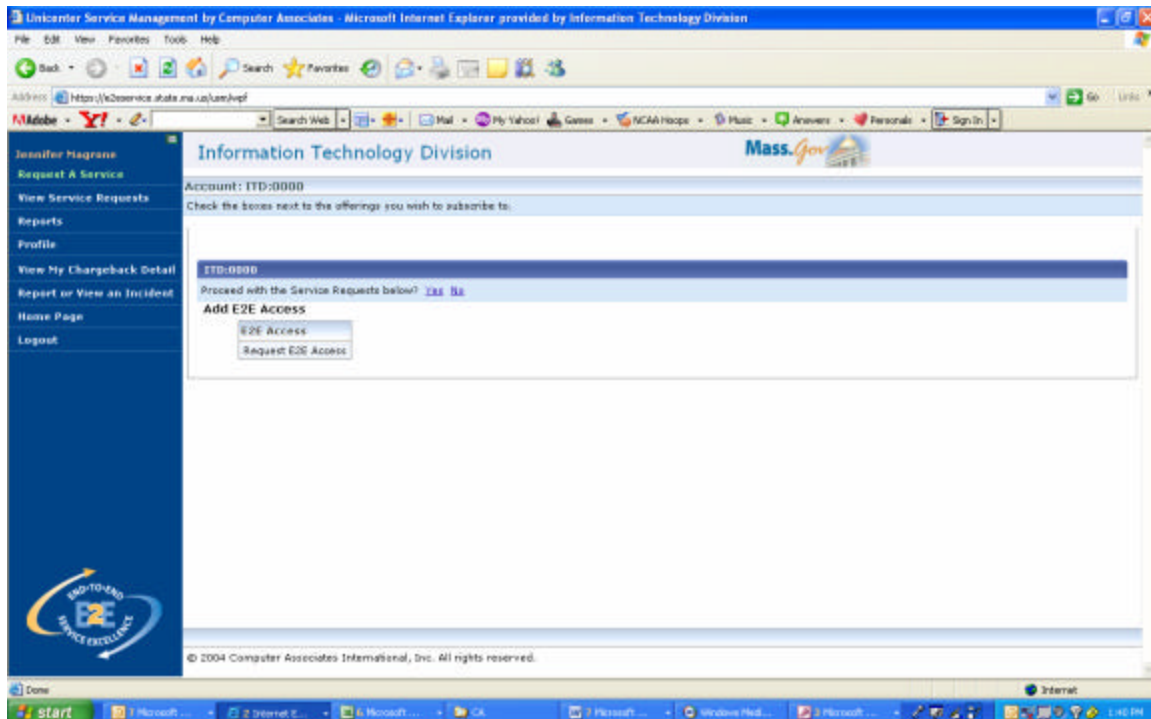
In the catalog:

Click in the checkbox next to “E2E Access”

Click on “Request Service”



You will be shown the following screen, click on “Yes”



You will be presented with the following form, Green fields are required, then click on Submit.

This screenshot shows the 'Create New Service Request' form for 'Request for E2E Access'. The form is titled 'Create New Service Request' and 'Request for E2E Access'. It has three buttons at the top: 'Submit', 'Cancel', and 'Attach Document'. The form fields are as follows: 'Customer by' (Phone Number: 617-626-4500, Email Address: jennifer.magrone@state.ma.us), 'Category' (Intention.Security.E2E Access), 'Description' (a large text area), 'First Name' (a text field), 'Middle Initial' (a text field), 'Last Name' (a text field), 'Email Address' (a text field), 'Phone Number' (a text field), 'Agency Name' (a text field), 'MMARS Code' (a text field), and 'Access Level' (a dropdown menu). The 'Submit' button is highlighted in green.

Your request has now gone to the e2e technical team for further processing. Once a userid and password is assigned, your employee will receive an email notification. You will also be notified via email once this request has been completed.